

SYSTEM AND METHOD FOR OBTAINING CUSTOMER INFORMATION

ABSTRACT

- 5 A system to obtain customer information includes detection of interactions
of a customer within a retail store, and storage of customer interaction
information representing the interactions in a portable customer device. In
another aspect, a system to obtain customer information includes detection of
customer interactions with an employee, and storage of customer interaction
10 information representing the interactions in a portable customer device. The
employee may be located within a retail store or elsewhere, such as a customer
service telephone extension.